

Richfield Springs Public Library Circulation Policies

The Richfield Springs Public Library strives to provide everyone with a good experience. Also, as part of the Four County Library System, the Richfield Springs Public Library is required to follow specific guidelines when working with patrons. The following policy outlines the procedures to follow when working with patrons.

Issuing a library card:

Any person living in the Richfield Springs Central School District, Richfield Springs Village and Richfield Springs Town is eligible to obtain a library card from the Four County Library System. Anyone holding a Four County Library System card from another issuing library is able to use it at the Richfield Springs Public Library.

When applying for a library card a patron must present acceptable identification that shows they reside in the village, town, or school district of Richfield Springs. Accepted identification includes a driver's license or an identification card with a current address. If the patron does not have an acceptable form of identification they will be issued a temporary card with the expectation to return with the identification within 30 days. If the patron does not return within 30 days their account status will be changed to "Blocked" until acceptable identification is provided.

Patrons must be of preschool age to receive a library card. When parents are registering their child, the parent must also have an account in good standing with the library.

When a patron asks if they can have a library card we need to verify if they already have a card in the Four County system. Using their identification, search their name under "display user". If no name appears, continue issuing card. If their name does appear, ask if the patron would like a replacement card. Have the patron update their information with an application form as well.

The patron, unless under the age of 16, must fill out an Adult or Juvenile Registration form.

If a patron is a part time resident of Richfield Springs we can issue them a library card. This includes summer only residents. When registering a patron who only lives in Richfield Springs part of the time, their home address also needs to be collected. To verify that this patron is living in the area please ask for written proof from a landlord, piece of mail, or electric bill. As with local patrons, the patron has 30 days to provide this information.

Fees and Fines

Printing: black and white printing is available to patrons at a donation rate. If a patron would like to print in color it costs \$0.50 per page.

Copies: black and white copies is available to patrons at a donation rate. If a patron would like copies in color it costs \$0.50 per page and need to be done on the HP Envy printer.

Faxing: faxing is available to patrons at a donation rate.

Fines: patron fines are waived up to \$0.30 (3 days) unless they have a DVD. DVD fines are not waived. If someone has a fine due to extenuating circumstances (illness, death, etc.) the fines can be waived. Items which are designated as “juvenile” are fine free.

If someone is unable to pay their fine please have them speak with the library director to make arrangements.

The library can accept fines on a patrons account from other libraries.

Lost books: patrons can pay the fee for a lost book from the Richfield Springs library only. If a patron has lost a Richfield Springs library book they are also welcome to replace it with a copy in good condition. If a patron would like to pay for a lost book and it does not belong to the Richfield Springs public library, they need to contact the library it belongs to.

Book Sale: a used book sale will be continuously available to patrons. Books and DVD’s are sold at a by donation rate.

Computers: Computers are available for all patrons to use. We are not to act in absentee of a parent when a child would like to use a computer.

Computers are first come, first serve. If someone comes in and all the computers are being used the patron who has been on the computer the longest will be asked to give up there space (each patron is allowed 30 minutes minimum, please be sure the patron has received their minimum time before they are asked to leave).

Wifi is available free of charge to library patrons.

Confidentiality: confidentiality of patrons is extremely important for the library. Library patrons should feel safe when ordering books that no one, other than the desk clerk, knows what the patron is ordering or what information they are obtaining. When working with patrons it is the responsibilities of all who work in the library to maintain confidentiality of information. The Richfield Springs Public Library also follows the New York State law on confidentiality of records.

§4509. Library records. Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent

necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

Desk Expectations: it is expected for the desk clerk to be kind and professional to all who are using the library. Texting is acceptable when patrons are not at the desk. If you need to speak on the phone for a personal matter please do so in the office only.

Created: 2/7/18

Approved: 3/5/18

Updated: 10/15/2018

Approved: 10/15/18